



Leicestershire Partnership
NHS Trust

hello my name is...

Homeless Mental Health Service



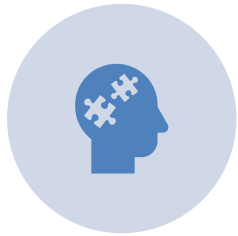
Phil Johnson, Senior Practitioner and
Suzanne Elliott, Clinical Psychologist

October 2024
0116 2958442

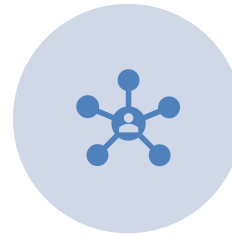
www.leicspart.nhs.uk

Homeless.mhs@nhs.net

Mental Health and Homelessness



High incidence of mental health / substance misuse problems.



Complex systems to be negotiated to gain access to mental health services and difficulty maintaining contact / unpredictable daily life



Low level of registration with GP's and often no contact address



Health care – low priority for homeless people

HMHS are commissioned to provide

1. a service for the population of Leicester City with aim of facilitating access for those people with SMI into secondary care MH services.
2. Provide accessible assessment & short term interventions to facilitate engagement with these services.
3. Supporting CPA process by ensuring service users do not 'fall through the net'
4. Provide additional MH support to those people not requiring secondary care input & signposting to other support services (inc housing)

Team Members



0.25 wte Team Manager

1 wte Senior MH Practitioner (Nurse)

3.8 wte Mental Health Practitioners (1.8 Nurses, 1 OT & 1 additional Nurse from DATG monies.)

1 wte Support Time and Recovery worker

1 wte Team secretary & part-time medical secretary.

0.8 wte Psychologist & 1 psychologist DATG

0.1 wte Consultant Psychiatrist

Additional input from trainee psychologist & rotational junior psychiatrists

Areas covered

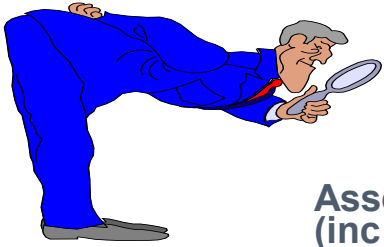
- **‘Outreach’ service to cover approx 1000 homeless people (inc hidden homeless) in the city & people within 3 months of new tenancy commencement from homelessness.**
- **Vol and statutory sector hostels, refuges, day centres, street outreach, visits to other venues by arrangement**
- **Mental Health self –referral ‘drop-in’ 9.30-12.30 every weekday morning at Y, Tue/Thur @ The bridge & 10-1, Wed / fri at No 5 9.30-12.30**

Flexible access to the service

- **Broad definition Of ‘Homelessness’**
Rough sleeping, hostel, refuges, supported housing, sofa surfing / temporary accommodation, within 3 months of tenancy commencement from homelessness.
- **Broad definition of ‘Mental Health’**
Anxiety, Depression, Psychosis, Personality Disorder, Learning Disabilities, Acquired Brain Injury / Cognitive Impairment, PTSD, Drug & Alcohol, Self Harm / Suicidal Thoughts, Reaction to life events
- **Sources of ‘Referral’**
Self or anyone in contact with someone who is homeless

What do you get?

- **Quick, flexible response to referrals**
- **Assessment by a qualified mental health professional**
- **All professionals working within NHS secondary care so easy access to all other mental health services offered by Leicestershire Partnership NHS Trust**
- **Psychological therapies offered by a qualified clinical psychologist**
- **Psychiatric diagnosis and aftercare by a qualified psychiatrist**
- **Support that follows the person, rather than only being available while they are in specific venues / sites.**



What Do We Do?

**Assertively Engage & promote / assist engagement with health services
(inc Street Outreach with LCC)**

Screening / Assessment & Diagnosis

Counselling / Supportive listening

Information / Advice / Health Promotion

Life / social skills training & support

Practical assistance (housing, benefits etc)

Signposting: referral & link to support services

Escort to hospital & other appointments

Individual /group clinical psychological interventions

Risk Assessment & Management

Crisis prevention (not intervention – this is via CRT/CAP)

Liaison with mainstream services / Advocacy



What Do We Do?

Consultation: varied pool of expertise for other services

Follow-up & Transitional Resettlement Support in tenancies (for those engaged with service)

Repeat Homelessness Prevention (for people placed in new tenancies from homelessness)

Training, including PIE training

Teaching / Training of nursing, clinical psychology & psychiatry trainees

Formulation, Risk & Care planning as part of Frontline Multi Agency Care Collaborative meeting.

Development & support of Multi-agency Homeless Services (locally and nationally)

Service development work: Local Authority / Trust - Strategies & Policy

Research & Service evaluation

Approaches: Informal vs Formal

Short Duration

Adverse response to everyday stress / life events & homelessness

MHP Assessment / Short term support / advice / psychological interventions

‘Drop-in’ support on request

Referral to other support services if required

Longer Duration

Problems interfere with ability significantly and contribute towards homelessness

MHP Assessment / Short term support / Psychiatric Diagnosis / Psychological assessment / formulation / Intervention

Planned follow-up sessions

Transfer to mainstream services for long term treatment & follow up

Activity Data snapshot

- minimal referrals for families from LCC since March 20
- Minimal contacts at Dawn Centre since March 20
- Majority of contacts by drop-in (contacts have increased overall)

- Previous demographics
- 52% history of rough sleeping
- 60% Male
- 81% White British
- 50% age 25 - 44, 33% age 16 - 24, 17% age 45+
- 48% prior contact with local MH services
- 13% prior MH contact elsewhere



LPT CAP and Hub

- The Central Access Point (CAP) provides a single number, operating 24 hours a day, seven days a week, which service users, health and social care professionals and referrers and use to access our mental health services directly.
- The team undertakes triaging of all referrals to establish the urgency and level of need and the appropriate service for the service user.
- As well as self-referrals they also deal with non-urgent calls from GPs and other referrers
- Contact LPT CAP & Crisis line: 0808 800 3302
CAPreferrals@leicspart.nhs.uk

LPT Mental Health Hub

- ‘mental health urgent care hub’ for people of all ages set up during COVID19 crisis in just 11 days.
- Based on the Glenfield Hospital site, the hub is part of the system-wide COVID-19 response for Leicester, Leicestershire and Rutland, providing urgent mental health assessments and support, and reducing Emergency Department attendances, allowing hospital staff to focus on COVID-19 patients.
- Individuals are referred to the hub by a range of agencies including police, NHS 111, GPs, Emergency Department staff and other LPT services, and Centralised Access Point.

How to refer

- **Talk to service user about referral- offer our team leaflet**
- **Call us to talk over any queries**
- **Complete a referral form**
- **email it to us (using a secure email account!)**
- **We will be in touch with an appointment within a few days**

Any questions?



Philip.Johnson@nhs.net
Suzanne.Elliott13@nhs.net